

Memo



To: Recreation Leaders
From: Mike Watkins
Date: 10/20/99
Re: Maryland Relay

What if your child did not make the team? What if your child was not allowed to participate in a Parks and Recreation program? What if a telephone call was all that was needed to remedy the situation?

It was brought to my attention recently that a child was unable to participate in a Parks and Recreation program simply because his parents were hearing impaired and the coach could not contact them. The telephone became the barrier. Let's eliminate this barrier!

Maryland Relay is an organization dedicated to assisting hearing impaired and hearing individuals communicate with ease. This assistance is only a phone call away. **Maryland Relay** is a telephone communication system that links persons using a standard voice telephone with persons using text telephone (TTY's). Mandated by both the American Disabilities Act (ADA) and the Senate Finance and Procurement Article, Title 4, Subtitle 10 of the Annotated Code of Maryland, **Maryland Relay** provides service 24 hours per day, 365 days per year, with no restrictions on the length or number of calls placed by relay users. Maryland residents with a valid Maryland telephone number can make calls from *anywhere* to *anywhere* in the world!

All **Maryland Relay** calls are strictly confidential, and no records of conversation are kept. Operators follow a strict code of ethics which include: impartial demeanor (operators do not judge or support either side of the conversation), non-participating role (operators do not join in a conversation), and no personal gain from information relayed.

Making calls through **Maryland Relay** is easy. Have the number you are calling ready when you dial 1-800-735-2258. The Relay Operator will connect you with your called party. Speak directly to the person you are calling, not the Operator. Say "Go Ahead" (GA) after your statements to indicate to the other party it is his turn to speak. If you hear tones when calling, don't hang up. An operator will be with you momentarily.

Please post the **Maryland Relay** magnet (or rolodex card) in an easy to view area. Use it whenever necessary.

Thanks!